



Electronic Medical Record Program Consumer Charter

The WA Health Electronic Medical Record Consumer Charter was developed by health consumers, carers and the community to reflect their priorities around a statewide Electronic Medical Record (EMR) system.

It will enable person-centred health care, allowing clinicians to create and share information about a patient digitally without needing to wait for the transfer of paper-based records. The EMR Consumer Charter will be the foundation for new and innovative digital technologies that will underpin our future healthcare system.

EMR will introduce a digital record of care to improve patient safety and quality for all Western Australian's regardless of location.

What is an Electronic Medical Record?

- Medical records, whether electronic or not, provide essential patient healthcare information.
- Most WA hospitals have relied on paper medical records. This means:
 - they can only be accessed in one place at a time
 - there can be delays in updating information
 - if you need care somewhere else, your care team may not be able to access your records.
- Holding your records digitally in an EMR system means your care team are able to access your health information in real time and in different locations.
- Your EMR system will be used by your healthcare team to record and access information to monitor, diagnose, treat, and manage illness, and support your health and wellbeing.
- It will enable better health outcomes and a better patient experience.
- Ultimately, an EMR is about you and improving your health care.

The EMR Program will use the EMR Consumer Charter to ensure consumer voices are heard when developing EMR policies, programs and technologies.

Consumer involvement

- Health consumers are partners in the design, development, implementation and evaluation of an Electronic Medical Record system.

Safety and quality

- The Electronic Medical Record supports shared decision-making between me and my clinical team.
- My de-identified health information may be used to enhance the experience and outcomes of healthcare provision.
- With my consent, my health information can be accessed by out of hospital services, allied health, GP and aftercare services.

Security

- My health information is always safe and protected.
- I am notified if unauthorised access allows my identifiable data to be seen.

Transparency, choice and control

- I have the right to control my own health information.
- I have access to my real-time health information at no cost to me or my family.
- I am able to nominate parts of my health record as sensitive. This information can only be accessed with consent, or in a life-threatening situation.
- Only authorised individuals can access my Electronic Medical Record. There is a record of this access which can be made available to me on my request.
- I can nominate to withdraw consent for my health records to be used after my death.

Accuracy

- My health records are complete, accurate and up-to-date.
- I am supported by my healthcare team to update and correct my health information.

Equitable care

- I am supported to access my health information in a way, and in a language, that I can understand.
- My health records are available to my treating clinicians regardless of where I am being treated.